What does an Ombudsman do?

• Helps resolve problems and concerns that meet the interest/needs of all parties

• Provides feedback to the organization so it can be proactive in resolving issues or avoid similar issues in the future
How it Works

Contact (phone, e-mail, website)
Fact-Finding
Resolution
  - Remedy
  - Education
  - Revisit Decision
  - Modify Process
Resolving Disputes

- Listen
- Identify and define problem
- Interests vs. positions
- Give time to “vent”
- Brainstorm alternatives
- Explore options
Stats and Trends

- Damage  - Business Impacts  - Noise
- Access  - Drainage  - Ethics/Integrity
- Consultant/Contractor Issues
- Program Design & Development
- Right of Way
- Resolutions

- No Change/Education
- Settlement
- Changed/Modified Decision
- Change in Policy or Process
- Formal Action
Challenges

- Early Intervention
- Recognize Conflict
- Contract Specs/Contractor Relationships
- Tech Procedures/Policies
- Legal
Lessons Learned

- Public Engagement
- Business Impacts
- Human Relations
- Communication – (How We Make Decisions)
- Expectations
**Case Example**

- Kaganovich- “Where did my trees go?”
- Carol Lawrence- “Buy my house”
- Grant Park- “Safety”
- Klein- “Lack of access is ruining my business”
Kaganovich: Before

Our Trees

Property line
Carol Lawrence 62-X-Town
Grant Park-Ariel View
Klein-Access Issue
Klein-Access Issue
Questions?

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